



Attorney Docket No. 01705/LH

**IN THE UNITED STATES PATENT  
AND TRADEMARK OFFICE**

Applicant(s): Toshio UENO  
Serial No. : 10/002,742  
Filed : November 2, 2001  
For : SYSTEM, METHOD AND COMPUTER  
PROGRAM PRODUCT FOR COMPLAINT  
REPORT ISSUE  
Art Unit :  
Examiner :

**INFORMATION DISCLOSURE STATEMENT**

Assistant Commissioner for Patents  
Washington, D.C. 20231

Att: Application Branch

S I R :

**CERTIFICATE OF MAILING**

I hereby certify this correspondence is being deposited with the United States Postal Service with sufficient postage as First Class mail in an envelope addressed to: Commissioner of Patents and Trademarks, Washington, D.C. 20231 on the date noted below.

Attorney: Leonard Holtz

Dated: February 11, 2002

In the event that this Paper is late filed, and the necessary petition for extension of time is not filed concurrently herewith, please consider this as a Petition for the requisite extension of time, and to the extent not tendered by check attached hereto, authorization to charge the extension fee, or any other fee required in connection with this Paper, to Account No. 06-1378.

Submitted herewith are:

1. copy of a Japanese patent publication identified on the attached Form PTO/SB/08A; and
2. copy of co-pending, commonly assigned, related application Serial No. 09/813,209 identified on the attached Form PTO/SB/08B.

It is respectfully requested that the Examiner return initialed copies of the attached Forms PTO/SB/08A and PTO/SB/08B to confirm that the items identified thereon have all been considered and made of record.



**01933**

PATENT TRADEMARK OFFICE

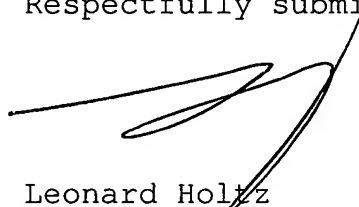
An English translation of the Japanese Publication No. 2001-084276 is not readily available. However, a commercially available English language Abstract is provided for the Japanese publication.

Co-pending application Serial No. 09/813,209, filed March 20, 2001 is assigned to the same assignee as the present application and has a common inventor, namely, Toshio UENO, and is directed to related subject matter.

Also attached is a copy of the official Filing Receipt for related Serial No. 09/813,209.

It is respectfully requested that the Examiner consider all of the documents submitted herewith and make them of record.

Respectfully submitted,

A handwritten signature in black ink, appearing to be 'Leonard Holtz', written over a horizontal line.

Leonard Holtz  
Reg. No. 22,974

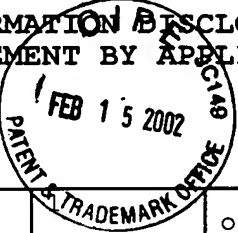
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PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  		Application Number	10/002,742	
		Filing Date	November 2, 2001	
		First Named Inventor	Toshio UENO	
		Group Art Unit		
		Examiner Name		
Sheet	of	2	Attorney Docket Number	01705/LH

## U.S. PATENT DOCUMENTS

Exam. Inits <sup>*</sup>	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion

## FOREIGN PATENT DOCUMENTS

Exam. Inits <sup>*</sup>	Cite No <sup>1</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>
		JP	2001-084276  *English language Abstract Only	A	K. YUKIHIRO	03-30-2001		X

Examiner Signature		Date Considered	
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\* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Place a check here if English translation is attached.

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PTO/SB/08B (08-00)

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Substitute for Form 1449A/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>		Application Number	10/002,742
		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	
		Examiner Name	
Sheet	2	Attorney Docket Number	01705/LH
<b>OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS</b>			
Examiner Initials <sup>1</sup>	Cite No. <sup>1</sup>	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published	T <sup>2</sup>
		U.S. Serial No. 09/813,209, filed March 20, 2001, entitled TECHNICAL SUPPORT SYSTEM, inventor: Mineo Nozaki and Toshio UENO	
Examiner Signature		Date Considered	

\* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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